1	*Applications accepted from:*	**ALL PERSONS INTERESTED**
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3	*Job Classification*	**SENIOR COMPUTER OPERATOR**
4	*Posting Number*	**PN#109612**
5	*Department*	**HOUSTON POLICE**
6	*Division*	**TECHNOLOGY SERVICES**
7	*Section*	**N/A**
8	*Reporting Location*	**33 ARTESIAN, 1ST FLOOR**
	Workdays & Hours	**MONDAY – FRIDAY, 8:00 AM – 4:00 PM**

*Subject to change

9 DESCRIPTION OF DUTIES/ESSENTIAL FUNCTIONS
Responsible for resolving computer problems using first level diagnostic support techniques and documenting same. Responsible for documenting all incoming calls, excluding repair requests, and creating substantial records that can be used for problem tracking. Responsible for generating technical oriented correspondence based on a variety of computer related requests. Responsible for completing a variety of work assignments including but not limited to security work, code table work, file maintenance, and password resets. Performs administrative duties such as filing, copy work, faxing, mail run, as needed to maintain administrative operations for division.

10 WORKING CONDITIONS
There are occasional minor discomforts from exposure to less-than optimal temperature and air conditions. The position may involve dealing with moderately unpleasant situations, as well with occasional exposure to office chemicals and/or extensive use of video display terminal. Will require shift work.

11 MINIMUM EDUCATIONAL REQUIREMENTS
Knowledge of grammar, spelling, punctuation and mathematical functions as might be acquired through specialized training of up to nine months of education or training beyond the high school level. May have simple vocational competence in the operation of mechanical or electronic equipment.

12 MINIMUM EXPERIENCE REQUIREMENTS
Two (2) years of experience operating mainframe computers and peripheral equipment is required.

13 MINIMUM *LICENSE REQUIREMENTS*
Applicants must have a valid Texas driver's license and be in compliance with the City of Houston policy on driving (AP2-2).

14 PREFERENCES
Preference will be given to those applicants who have experience in Service Desk Support for microcomputer technology inclusive of first level PC troubleshooting, superior customer service skills, and knowledge of MS Office 97 products.

15 SELECTION/SKILLS TESTS REQUIRED
None.

16 SAFETY IMPACT POSITION ☒Yes ☐ No
If yes, this position is subject to random drug testing and if a promotional position, candidate must pass an assignment drug test.

17 SALARY INFORMATION
Factors used in determining the salary offered include the candidate's qualifications as well as the pay rates of other employees in this classification. The minimum to midpoint of this salary range is:

Salary Range - Pay Grade 14
$861.00 - $1,210.00 Biweekly $22,386.00 - $31,460.00 Annually

18 OPENING DATE   March 29, 2006

19 CLOSING DATE   April 18, 2006

20 APPLICATION PROCEDURES
Original applications only and resumes are accepted and must be received by the Human Resources Department during posting opening and closing dates shown, between 9:00 a.m. and 4:30 p.m. at 611 Walker St., 1st Floor. **Our TDD (Telephone Device for the Deaf) phone number is (713) 837-9471. For application status inquires, please call (713) 308-1300. All new and rehires must pass a pre-employment drug test and are subject to a physical examination and verification of information provided.**

An equal opportunity employer

L.R./J.B.A. 436.2